

arise, the facilitator should announce that the person can talk privately with a member of the Patrol after the meeting, but that meeting time should be used for concerns affecting the entire community.

- The Troop Commander shall assign a scribe to record a written synopsis of the meeting. (The Troop Commander has the discretion to use an audio or video recording device to record the meeting, but it is NOT required.) The synopsis shall be forwarded to the Director of Field Operations and State Traffic Safety Information Officer within 15 working days. The synopsis shall include a brief explanation of complaints/concerns and a brief plan of action for each. A copy of the synopsis will be maintained by the State Traffic Safety Information for a period of two years.
- The Troop Commander shall take appropriate action, within his/her authority, to address and resolve community concerns.

#### **Citizen Surveys (CALEA 45.2.4)**

- A survey of citizen attitudes, opinions, and perceptions of this Department will be conducted with the results being compiled every three years.
- The survey will assess:
  - Overall performance of the agency
  - Overall competence of agency employees
  - Attitudes and behavior of employees toward the public
  - Citizen concerns over highway safety and personal security within the State and within the county in which the respondent lives
  - Recommendations and suggestions for improvement